

Texas Department of State Health Services

## **Program Evaluation**

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### **Program Evaluation Topics**

- Program Evaluation Purpose
- Monitoring TVFC Providers
- PEAR Visits
  - Escalated visit status
- Acknowledgement of Receipt
- AFIX Visits
  - Completing Initial Exchange Tab
- Follow up activities
  - Methods of follow up activities
  - Timing





The purpose of program evaluation through compliance visits is to:

- Assess
- Support
- Educate

We want to create a partnership of success with all providers in the state of Texas



# Program Evaluation Purpose (Cont'd)

Site visits are data driven as opposed to date driven.

The providers with the most needs <u>must</u> be seen first.



#### Monitoring TVFC Providers

All providers must be monitored every 2 years; more if needed.

- DSHS Contractor is responsible for all private providers
- HSR is responsible for oversight of private providers in their area
- LHD is responsible for oversight of private providers in their area



# Monitoring TVFC Providers (Cont'd)

#### Types of Site Visits

- "A" site: Combined AFIX & TVFC Compliance Visit
- "B" site: TVFC Compliance Visit only
- "C" site: AFIX Follow-up Visit only
- "D" site: ASN visit



#### **PEAR Visits**

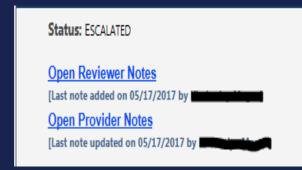
#### CDC PEAR System Requirements

- Awardees must use the Provider Education, Assessment and Reporting (PEAR) online system to conduct provider site visits and submit reports on the same day as the visit.
- Paper forms should only be used if internet access is unavailable during the site visit.



#### PEAR Visits (Cont'd)

PEAR visits that have been put in "Escalated" status must be resolved in a timely manner.





	Question 4.4 Combo-Both Sections: Maytag Combo Refrigerator/Freezer	THERMOMETER TYPE: Assess the thermometer in this section of the storage unit to answer the questions below.	X
	Sub-Question Response(s)	A. Is the thermometer a continuous monitoring and recording device (i.e. a data logger)?	Refrigerator: Yes Freezer: Yes
		<b>B.</b> Does the thermometer have a probe?	Refrigerator: No Freezer: No
		C. Does the thermometer have a digital display that can be easily read from the outside of this unit?	Refrigerator: Yes Freezer: Yes
		<b>D.</b> Is data downloaded and reviewed routinely?	Refrigerator: No Freezer: No
	Notes:	There are no notes for this question (Add Note)	





Question 4.6 Combo-Both Sections: Maytag Combo Refrigerator/Freezer	THERMOMETER PLACEMENT: Is the thermometer properly placed in this section of the storage unit?	X			
Response	Refrigerator: No Freezer: No				
Root Cause:	Lack of (or insufficient) training of staff The probes were laid in the units (not buffered) and not with the vaccines. Provider unaware the need to properly place probes with vaccines. Edit  Also see root cause for Question 4.3.				
Notes:	There are no notes for this question (Add Note)				

Question 5.5	BACK-UP THERMOMETER: Does the Provider have a readily available back-up thermometer with a current and valid certificate of calibration testing?	X		
Response No				
Root Cause  Lack of (or insufficient) training of staff  Providers unaware of requirement for a backup thermometer. Edit				
Notes:	There are no notes for this question (Add Note)			



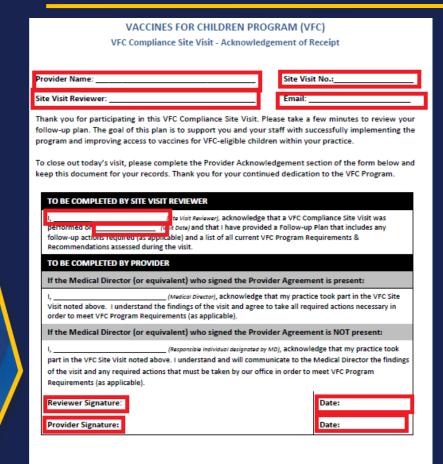
Question 4.5 Combo-Both Sections: Maytag Combo Refrigerator/Freezer	CERTIFICATE OF CALIBRATION TESTING: Review the certificate of calibration testing for the thermometer in this section of the storage unit and answer the questions below.	X				
	<b>A.</b> Is there a certificate of testing for the thermometer in this section of the storage unit?	Refrigerator: Yes Freezer: Yes				
	<b>B.</b> What is the date of calibration for the thermometer in this section of the storage unit?	Refrigerator: 09/02/2014 Freezer: 09/02/2014				
Sub-Question Response(s)	C. What is the certificate's date of expiration based on Immunization Program policy?	Refrigerator: 09/02/2016 Freezer: 09/02/2016				
	<b>D.</b> Does the certificate contain all the necessary items listed in the Note to Reviewer?	Refrigerator: Yes Freezer: Yes				
	E. Who is responsible for supplying the current and valid certificate of calibration for this thermometer?	Refrigerator: Provider Freezer: Provider				
Root Cause:  Lack of (or insufficient) training of staff Provider unaware that certificate had expired and requirement for recalibration. Edit Also see root cause for Question 4.3.						
Notes	Notes There are no notes for this question (Add Note)					

#### **Acknowledgement of Receipt**

- Must be turned in to Central Office in a timely manner
- Must contain:
  - Current year (bottom right corner)
  - Matching dates throughout
  - Site Visit Number in correct format
  - Completely filled out
  - Signature of provider
  - Signature of reviewer



### Acknowledgement of Receipt



Standard Site Visit Number format: mmddyyyyTXA000000

For Example: 12312017TXA000123



#### **AFIX Visits**

#### Type "A" visit

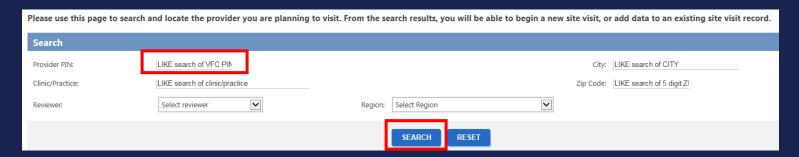
- Should consist of 50 records pulled of patients between ages of 24-36 months
- Data is entered into CoCasa
- Used to assess provider coverage rates, any missed opportunities for vaccination
- Follow up AFIX ("C" visit) 3 to 6 months after initial visit





# Closing out AFIX visit for withdrawing providers:

1. Search the Provider in AFIX system (TXA000000)



2. Select "Previous Visits"



3. Select visit date from "Available Site Visits"

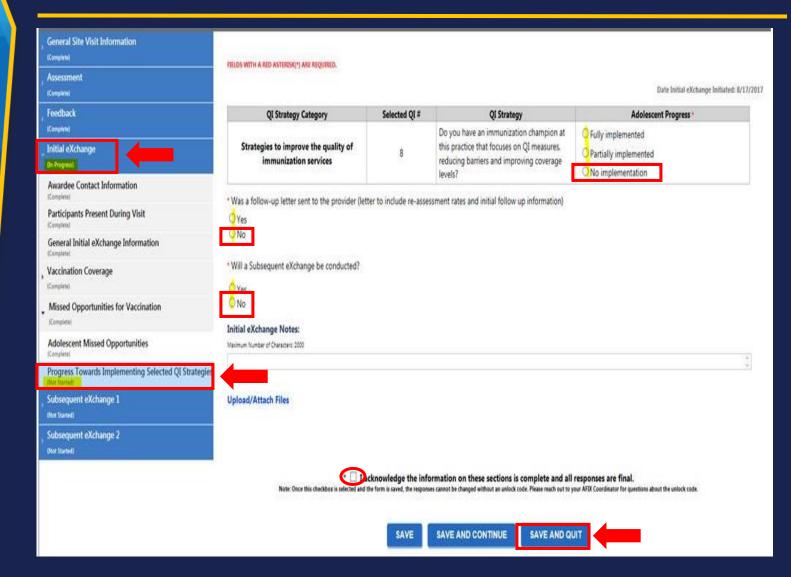




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## AFIX Visits (Cont'd)





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## AFIX Visits (Cont'd)

General Site Visit Information (Complete)  Assessment (Complete)	FIELDS WITH A RED ASTERISK(*) ARE REQUIRED.  Date Initial eXchange Initiated: 8/17/2017					
Feedback	QI Strategy Category	Selected QI #	QI Strategy	Adolescent Progress *		
(Complete) Initial eXchange (Complete)	Strategies to improve the quality of immunization services	8	Do you have an immunization champion at this practice that focuses on QI measures, reducing barriers and improving coverage levels?	Fully implemented Partially implemented No implementation		
Awardee Contact Information (Complete)  Participants Present During Visit	<ul> <li>Was a follow-up letter sent to the provider (letter to include re-assessment rates and initial follow up information)</li> <li>Yes</li> <li>No</li> <li>Will a Subsequent eXchange be conducted?</li> <li>Yes</li> <li>No</li> <li>Please provide a reason why a Subsequent eXchange will not be conducted.</li> </ul>					
(Complete)  General Initial eXchange Information						
(Complete)  Vaccination Coverage (Complete)						
Missed Opportunities for Vaccination (Complete)						
Progress Towards Implementing Selected QI Strategies (Complete)	Provider dis-enrolled and did not reenroll in the VFC Program  Initial eXchange Notes:  Maximum Number of Characters 2000					
Subsequent eXchange 1 (Not Started)						
Subsequent eXchange 2 (Not Started)				, ,		
	Upload/Attach Files					
* 🗹 I acknowledge the information on these sections is complete and all responses are final.  Note: Once this checkbox is selected and the form is saved, the responses cannot be changed without an unlock code. Please reach out to your AFIX Coordinator for questions about the unlock code.						
		SAVE	SAVE AND CONTINUE SAVE AND Q	UIT		

#### AFIX Visits (Cont'd)

Providers who are withdrawing <u>must</u> have all previous AFIX visits in "Complete" status

Visit Initiated Date	Assessment Date	General Information	Assessment Results	Feedback	Initial Exchange	Subsequent Exchange	Site Visit
5/11/2017	5/11/2017	Complete	Complete	Complete	Complete	No SE	Complete





- 1. Upon completion of the site visit, the reviewer will discuss the outcome of the visit with the provider staff
  - Site visit findings
  - Follow up plan with timeline
- 2. The Responsible Entity will complete all follow up activities

Follow up activities are another opportunity for success and partnership building with the provider.



### Follow Up Activities (Cont'd)

Follow up activities can include, but are not limited to:

- Visiting the clinic to observe corrective actions
- Calling the vaccine coordinator at the clinic
- Sending a letter to address the deficient items identified during the site visit
- Determining the provider's compliance with the corrective action plans, if applicable





The Responsible Entity works with providers on non-compliance issues by:

- providing education
- guidance regarding corrective actions
- monitoring

Follow up activities must be completed in PEAR/AFIX according to the timeline provided.



#### Conclusion

- Teaching, assisting, creating a relationship for success with providers
- Partnership
- Documents sent completed
- Follow up activities on time





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# Thank You!

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